Chapter 9

Productivity Event Tracking

Chapter Overview

Introduction   This chapter shows how to enter or view event tracking information for individual personnel actions using the Productivity Measurement System.

The modern DCPDS provides a productivity measurement system with the capability of recording and storing data about key events that occur in the process of filling jobs, such as:

- Classification review of the position,
- Job offer made,
- Certificate issued, etc.

The events and their related time frames are recorded for individual personnel actions. The Customer Support Unit (CSU) Application is used to retrieve Productivity reports based on this data.

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See Also
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- Module 1, Fundamentals of the Modern DCPDS
  Chapter 7, Folders
  Chapter 10, Civilian Inbox

- Module 3, Processing Requests for Personnel Actions Using the Modern DCPDS
- Module 13, Customer Support Unit Application
- Army Productivity User Guide http://cpol.army.mil/
- Component business rules for information on Inbox and Groupbox naming conventions, election of productivity edits, and instructions for editing Event Codes.

Before You Begin

- Certain actions are required to make effective use of productivity measurement features. See "Productivity Measurement Setup".
- Use of the Productivity information is optional. Army has mandated the use of this within the Department of Army.

Chapter Overview, Continued

Productivity Measurement Setup

These actions need to be completed for effective productivity reporting.

- Productivity reporting requires the use of specific Inbox naming conventions. Both personal Inboxes (based on the user ID) and Groupboxes must have a significant suffix, such as "/MGR" or "/COS" (representing a manager Inbox and a regional staffing Inbox or Groupbox, respectively).
- An additional option available to a region is the use of productivity edits, which are designed to make the productivity data more reliable.
- Changes can be made to the event codes (local event codes) and descriptions (add, modify, or delete).

Components of Productivity Measurement

The overall productivity measurement system in the modern DCPDS is comprised of three related elements:

1. **Event Tracking** allows the user to record and store information about key events when filling a position. This information is accessed through the Request for Personnel Action (RPA).

2. **Personnel Action History** displays the tracking and status information that modern DCPDS maintains on each RPA; e.g., user(s) who have opened the RPA, when, and what action they processed. This information is accessed through the Civilian Inbox **Notifications** window.

3. **The Productivity Report** provides information about the timeliness of various steps in the recruit/fill process for either individual actions or groups of actions. This report is accessed by selecting the <**Productivity**> Taskflow Button on the Main Menu Window of the CSU Application.

Selecting or Viewing Event Codes for an RPA

Who Does It
- Regional personnel staff is primarily responsible for adding and maintaining the Event Codes.
- Managers and other users who can access the RPA can view the Event tracking information for the RPA; e.g., anyone who has had the RPA in their Inbox.
- The only user who can update Event Tracking information is the user who currently has the RPA as an "open" action. The data is read-only for all others.

Types of Actions

Productivity is measured for all types of RPAs to show how long it takes to process an action and to show the timeliness of various steps, i.e., how long an action was in the personnel office, in the originator's Inbox, etc. However, the event tracking component of productivity measurement is applicable [only] to fill actions. "Fill actions" always include actions in the "Appointment" family but can also include other types of actions if they are used to fill a vacant position; e.g., a promotion.

- A special Event Code needs to be added to the Event History of an RPA if the RPA is used to fill a job, but is not part of the "Appointment" family of actions.
- The Event Code is G07000 ("Fill action"), which flags the system to include this action as a fill action. See "Adding an Event Code."

Selecting or Viewing Event Codes for an RPA, Continued

Accessing the Event History Window	The **Event History** Window is accessed from the RPA.

- On the **Navigation List**, click *Civilian Inbox* → (select the appropriate RPA action from the Inbox) → <**Respond**> Taskflow Button.
  Or
- On the **Navigation List**, select *Request for Personnel Action* and the appropriate RPA.

Once the RPA displays and you have completed the data fields, click **Save**. Then click the **<Others…>** Taskflow Button, select and highlight "Event History" from the **Navigation Options** Window, and click <**OK**>.

Note: To view Event Tracking data for an RPA that is not an "open" action in your Inbox, you can still display the RPA as long as the RPA passed through your Inbox at some time. To display, de-select the "Query Only Open Notifications" box at the top of the **Notifications** Window, then refresh your Inbox by pressing [**F8**]. Select and open the RPA you wish to view and proceed as above.

Selecting or Viewing Event Codes for an RPA, Continued

Event History Window

The **Event History** Window displays. In this illustration, the window is blank, meaning no events have been added to this particular RPA (if events had already been added, these events would be listed). Use the bottom scroll bar to view and display additional columns (primarily end date information).
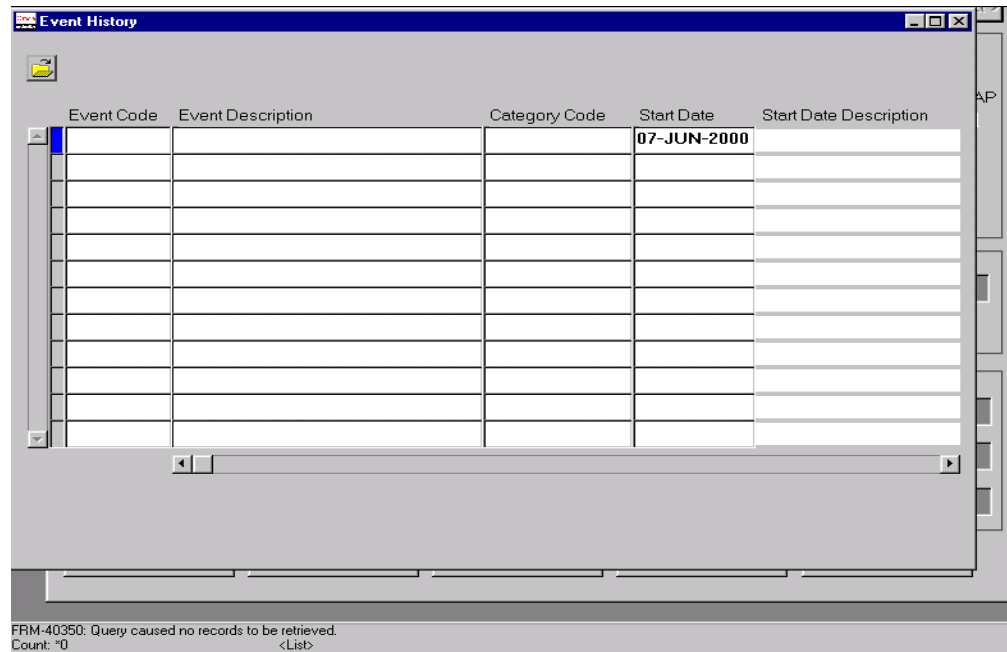
Event Codes

Events are of two types (Standard and Local).

Standard Events are arranged into three categories.
- **General** (event codes beginning with "G") for miscellaneous events.
- **Classification** (event codes beginning with "C") for events specific to the Position Classification function.
- **Staffing** (event codes beginning with "S") for events specific to the Staffing function.

Local Event codes begin with the letter "L". The second letter of the Local Event Code can be a "G", "C", or "S."
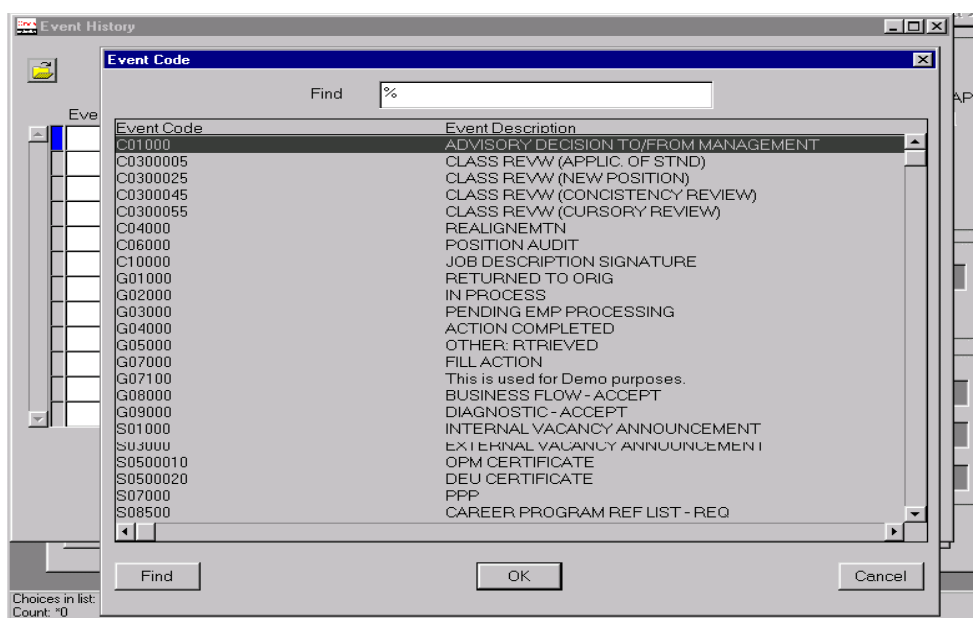
The "Event Description," "Start Date Description," and "End Date Description" columns are automatically populated based on the Event Code selected.

Selecting or Viewing Event Codes for an RPA, Continued

Selecting an Event Code

To select an Event Code, click in the first blank line in the "Event Code" column and click the LOV to display the **Event Code** Window.

Use the scroll bar on the right of the LOV to scroll to the Event Code that you wish to add, or query by typing the first letter of the code in the Find data field; e.g., "C" or "S", and click **<Find>**. Highlight the Event Code to be added and click <**OK**>.

Dating the Event

Most events have both a starting date and an ending date associated with them (indicated on the table below). For example, if a classification audit is being performed, the start date is the date the audit was initiated and the end date is the date the audit was completed.

- When you add a new event, the start date column automatically displays the current date. If this is not the correct starting date for the event, input the correct date.
- Dates should be entered in the "DD-MON-YYYY" format or use the LOV.
- Future dates can be used for any Event Code; e.g., if you are updating and know that an event will end tomorrow, you can update that Event Code today.

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Selecting or Viewing Event Codes for an RPA, Continued

Sample Events   The illustration below shows the **Event History** Window with several events added:

Event Code	Event Description	Category Code	Start Date	Start Date Description
S08500	CAREER PROGRAM REF LIST - R|	STAFFING	07-JUN-2000	REFERRAL LIST REQU
S07000	PPP	STAFFING	08-JUN-2000	PPP REQUISTION REC

Count: *0   <List>

Modifying an Event   Follow the same procedure to modify an event, i.e., to add an end date to an event that has already been entered. When the **Event History** Window displays, any existing events will be displayed. Click the appropriate column of the event, which is being modified (you will need to scroll to the right to display the end date column), and enter any new or changed data.

Table of Event Codes and Descriptions   The following table of standard Event Codes provides descriptions and start and end date descriptions. Entries can be modified, added to, or deleted on the Table of Event Codes as determined by Component business rules. The system administrator will make these changes. Any changes to this table are effective for the entire region or Component, if only one region.

Selecting or Viewing Event Codes for an RPA, Continued

Table of Event Codes and Descriptions

Code	Event Text	Start Date Description	End Date Description
G01000	Returned to orig.	Action returned to originator.	None.
G02000	In process.	Job applicant unprocessed.	None.
G03000	Pending emp processing.	Personnel action held (pending info).	None.
G04000	Action Completed.	Personnel action completed.	None.
G05000	Other: Retrieve.	Personnel action retrieved.	None.
G07000	Fill action.	Personnel action reviewed.	None.
G08000	Business flow – accept.	Personnel action reviewed.	None.
G09000	Diagnostic – accept.	Personnel action reviewed.	None.
C01000	Advisory decision to/from management.	Advisory sent to management.	Management responded.
C0300005	Class rev (applic of stnd).	Review initiated.	Review completed.
C0300025	Class rev (new position).	Review initiated.	Review completed.
C0300045	Class rev (consistency review).	Review initiated.	Review completed.
C0300055	Class rev (cursory review).	Review initiated.	Review completed.
C04000	Realignment.	Realignment request received.	Realignment action completed.
C06000	Position audit.	Audit initiated.	Audit completed.
C10000	Job description signature.	Description sent to management.	Description returned from management.
S01000	Internal vacancy announcement.	Vacancy announcement opened.	Vacancy announcement closed.
S03000	External vacancy announcement.	Vacancy announcement opened.	Vacancy announcement closed.

Selecting or Viewing Event Codes for an RPA, Continued

**Table of Event Codes
and Descriptions (cont)**

Code	Event Text	Start Date Description	End Date Description
S0500010	OPM certificate.	OPM certificate requested.	OPM certificate received.
S0500020	DEU certificate.	DEU certificate requested.	DEU certificate received.
S07000	PPP.	PPP requisition requested.	PPP requisition received.
S08500	Career program ref list – req.	Referral list requested.	Referral list received.
S09000	First referral list.	Referral list issued.	Referral list returned.
S11000	Second referral list.	Referral list issued.	Referral list returned.
S13000	Third referral list.	Referral list issued.	Referral list returned.
S1600005	Job offer – DEU.	Job offer made.	Job offer accepted.
S1600010	Job offer – OPM.	Job offer made.	Job offer accepted.
S1600015	Job offer – PPP.	Job offer made.	Job offer accepted.
S1600020	Job offer – LVA.	Job offer made.	Job offer accepted.
S1600025	Job offer – CREF.	Job offer made.	Job offer accepted.
S1600030	Job offer – Other.	Job offer made.	Job offer accepted.
S1600035	Job offer – LN.	Job offer made.	Job offer accepted.
S1600040	Job offer – Nonc.	Job offer made – Non-Competitive Source.	Job offer accepted.
S17000	Hold for RIF.	Personnel action placed on hold.	Personnel action released from hold.
S1800005	Job offer declined – DEU.	Job offer declined.	None.
S1800010	Job offer declined – OPM.	Job offer declined.	None.
S1800015	Job offer declined – PPP.	Job offer declined.	None.
S1800020	Job offer declined – LVA.	Job offer declined.	None.
S1800025	Job offer declined – CREF.	Job offer declined.	None.
S1800030	Job offer declined – Other.	Job offer declined.	None.
S1800035	Job offer declined – LN.	Job offer declined.	None.
S1800040	Job offer declined – Nonc.	Job offer declined – Non-Competitive Source.	None.
S19000	Clearance.	Clearance request submitted.	Employee cleared.

Adding or Deleting Event Codes

Who Does It   **Standard Event Code** changes can be added to the Table of Event Codes. Any requested change must be submitted by the Component using the Change Request Transmittal process. The standard codes are used by all Components who use the productivity measurement system.

Local Event Codes can be added to the Table of Event Codes. These are established and centrally controlled within a Region or Component. The addition of any local event code originates from the Classification or Staffing areas based on reporting needs. The system administrator is responsible for making any change or updates to the Local Event Codes of the Table of Event Codes.

Modifying and/or deleting codes are applicable to local codes that have been added to the table. No changes can to be made to Standard Event Codes.

Any changes to the Event Code Table for local events are effective for the entire region or Component (if only one region).

Productivity Edits

Purpose	Productivity edits are available to help ensure that event tracking data is accurate and reliable. Use of these edits is optional (for non-Army users); the systems administrator at each site can turn the Productivity edits on or off.

Description of Edits	Productivity edits are invoked whenever the **Update HR** function is performed. Two types of edits are used:

- **Mandatory edits** - must be corrected before the database can be updated. A message is provided for each edit that fails. The user may make the correction immediately or at a later time, then try to **Update HR** again.
- **Warning edits** - are provided as a user notification but will not block the action from updating the database. A message is displayed for each warning edit that fails, giving the user the option of continuing to process the action, or stopping the **Update HR** process in order to make a change to the event data.

If no edits fail, the action will **Update HR**.

Mandatory Edits	The table below lists mandatory edits.

Type of Action	Edit
Fill	End date of event must be later than start date.
Fill	If an event requires two dates (dictated by event definition) both dates must be present.
Fill	A completed recruit/fill action must have a valid job offer.
Fill	Start and end date must be present in the Job Offer event used.
Fill	The RPA cannot be effective before the job offer has been accepted.
Fill	All PPP resumes must be cleared before a job offer can be made.
Fill	PPP resumes cannot be processed until the RPA enters the RSC or CSU.
Fill	No event can happen after an RPA closes.

Productivity Edits, Continued

Mandatory Edits (continued)

Type of Action	Edit
Realignment	A realignment action must have a realignment event process occur.
Classification	A position classification action must have a classification review occur (position changes, establish, review).

Warning Edits The table below lists warning edits:

Type of Action	Edit
Recruit/Fill	No event should happen before the RPA initiation date.
Recruit/Fill	No event should happen before the RPA entered the Region.
Recruit/Fill	The effective date cannot be before the RPA initiation date.
Recruit/Fill	A job offer may not be made before the RPA entered the Region.
Recruit/Fill	A job offer may not be made until all other events are completed.

⚠️ **Caution:** The Systems Administrator must be notified to turn off the Productivity Edits when mass actions are updated to HR.

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